

**PERFORMANCE AND FINANCE SCRTINY
COMMITTEE**

**Portfolio Holder Update: Environment and
Health**

Portfolio	Environment and Health
Ward(s) Affected:	n/a

Purpose

To provide a progress report on the Environment and Health Services Portfolio

1. Background

1.1 The Environment and Health Portfolio covers a wide range of public facing services. Some services are statutory such as Environmental Health and Emergency Planning whilst others such as Older People Services are discretionary.

2. Air Quality

2.1 The Council has been monitoring air quality for over 20 –years as part of the Local Air Quality Management (LAQM) regime set out in the Environment Act 1995. With the exception of road traffic, there are no significant sources of local emissions in the Borough.

2.2 Automatic monitoring of Nitrogen dioxide NO₂ and PM₁₀ (small dust particles) concentrations is carried out at one mobile automatic monitoring station situated in Castle Road, Camberley. This is approximately 20 metres north of the M3. In addition, the Council monitors NO₂ concentrations using diffusion tubes across a network of 36 sites, including one triplicate site co-located with the automatic monitoring station.

2.3 The 2018 annual mean NO₂ concentration for the continuous monitoring location was 40 µg/m³, which just meets the annual mean NO₂ objective. Disappointedly, the 2018 result was higher than for the previous two years. There may be a number of factors for this, which will be explored further. When the results are extrapolated to the nearest residential property the concentration of Nitrogen dioxide was well within the Air Quality objective.

2.4 The annual mean NO₂ concentration was above 40 µg/m³ at three of the 36 diffusion tube-monitoring locations that make up the SHBC network – SH7(M3 Brick hill roadside), SH16 (Wood Road) and SH33 (Wood Road Garages). This differs from the 2017 results where the only recorded exceedance was at SH7.

2.5 The 2018 monitoring results for PM₁₀ from the automatic monitoring station indicate that monitored concentrations remain well within the relevant air quality objectives. The 2018 results are consistent with those of the last 5 years indicating that exceedances of the PM₁₀ air quality objectives are very unlikely.

2.6 Each year the council is required to submit an Annual Status Report (ASR) to Defra as an overview of air quality in the Borough. The ASR for 2018 is currently with Defra as soon, the results have been ratified the report will be submitted to a meeting of the Executive for approval.

Table 1 – Air quality objectives

Pollutant	Air Quality Objective ¹	
	Concentration	Measured as
Nitrogen Dioxide (NO ₂)	200 µg/m ³ not to be exceeded more than 18 times a year	1-hour mean
	40 µg/m ³	Annual mean
Particulate Matter (PM ₁₀)	50 µg/m ³ , not to be exceeded more than 35 times a year	24-hour mean
	40 µg/m ³	Annual mean
Sulphur Dioxide (SO ₂)	350 µg/m ³ , not to be exceeded more than 24 times a year	1-hour mean
	125 µg/m ³ , not to be exceeded more than 3 times a year	24-hour mean
	266 µg/m ³ , not to be exceeded more than 35 times a year	15-minute mean

A331 Air Quality Feasibility Study

- 2.7 The UK Plan for tackling roadside nitrogen dioxide identified 28 local authorities that are required to take urgent action and to develop local plans aimed at bringing their local air quality into compliance with legal limits in the shortest time possible. Surrey Heath, Guildford and Rushmoor Borough Councils were identified due to a predicted exceedance of the statutory annual EU limit value for Nitrogen dioxide along the A331, Blackwater Valley Relief Road.
- 2.8 The three named local authorities working collaboratively with the respective highway authorities were directed to undertake a feasibility study and then produce a series of plans leading to a full business case. This concluded that to achieve the concentration reduction necessary, an extension of the 50mph speed zone was required along a section of the road. This speed limit is now in place ahead of schedule. Officers are reporting the results of air quality monitoring to Defra quarterly. We predict that compliance will be achieved by 2021.

3. Community Transport

- 3.1 The council operates a fleet of 6 buses across the Borough which help older and disabled residents visit friends, hairdressers, opticians, hospital appointments, shopping trips and local day centres on a door to door basis. In 2018/2019, the team completed 26,740 journeys.
- 3.2 The Council has been working in partnership with Runnymede Borough Council since 2015 in delivering community transport. This includes the sharing of a Community Transport Manager post and scheduling officers. The next phase of the partnership is to pool the resources across both Borough's into one fleet. This will bring about efficiencies, which will improve the range of services offered to residents; reduce expenditure and generate more income.
- 3.3 Officers sit as part of SCC's Strategic Transport Project Board, through the Community Services Partnership. This provides an opportunity for the council to help

¹ The units are in microgrammes of pollutant per cubic metre of air (µg/m³).

shape community transport services across the County. We have also entered into discussion to undertake block SEND transport contracts and reviewed how Community can supplement public transport for the villages.

4. Older People Services

4.1 Community Services initially provided support for Older People but the service now supports residents of all ages, with a range of different support needs or personal circumstances. These include

- a. Older residents
- b. Residents with physical disabilities
- c. Residents with sensory impairments
- d. Residents with mental health issues
- e. Residents in need of short term support due to injury or ill health.
- f. Residents in need of support post operation or other medical procedure
- g. Residents with ongoing ill health

4.2 The services include:

- a. Delivering hot lunch meal and sandwich tea meal for residents who cannot cook for themselves. The service operates 7 days a week and 365 days/year.
- b. Community Alarms connected to a 24-hour control centre.
- c. Day Centre
- d. Social Prescribing Service
- e. Saturday Club for residents living with dementia and their carers.
- f. Handy Person Service
- g. Home Safe to help with the early discharge of patients from hospital with disabilities and frailty.

4.3 The Council works in partnership with Runnymede Borough Council to deliver a consistent range of Community Services across both boroughs. The benefits achieved through partnership working have been:

- a. Contained and in some areas reduced costs through sharing staff and resources and increased income. This is at a time of increasing care costs and reduced grants.
- b. Extended the technology for helping people remain safe in their homes including GPS.
- c. Community Alarm customers increased from by 33% since 2015 and meals delivered by 36%.
- d. Rebranded the service.
- e. Launch of "Home Safe" at Frimley Park and Farnham hospitals.
- f. Awarded a social prescribing project.
- g. Increased standing and reputation within the CCG and Adult Social Care

4.3 Achievements so far In 2019/2020 have been:

- a. Invited to host the Surrey Heath GP Federation's Social Prescribing service
- b. To be appointed as the Surrey Heath CCG lead for Social Prescribing development for the borough
- c. To extend the Meals at Home service out of borough – initially to see if commercially viable.
- d. To enter into early discussions regarding the digitisation of Community Alarm services and the future Surrey wide TEC contract.

- e. To review the services provided at Windle Valley Centre to ensure that the offer meets the needs of residents.
- f. To further establish Community Services as a key partner within Integrated Health and Social Care

5. Emergency Planning & Business Continuity

5.1 The Civil Contingencies Act 2004 places duties on the Council, to ensure critical services are resilient in order to respond to disruptive events and the Council has plans in place to respond to a civil emergency in the Borough. The main achievements in 2019 so far include:

- a. Exercised, validated and signed off the Council's Strategic Business Continuity Plan.
- b. Supported the Council's preparedness to Brexit, mitigating the risk and reporting into the multi-agency and central government structures.
- c. Responded to incidents. Including the snow in February
- d. Created a new Adverse Weather plan

5.2 The Council continues to work closely with the Local resilience Forum on multi-agency plans, procedures, training and exercises.

5.3 Additional key resilience projects planned for 2019/20 include:

- a. Cyber Resilience exercise
- b. Housing Workshop (Implementing learning from Grenfell)
- c. Borough Emergency Control Centre upgrades and Exercise
- d. Town Centre Multi agency response exercise

6. Environmental Health

6.1 A number of Environmental Health services are non-executive functions but for completeness are included in this report.

6.2 The Council employs a team of seven Environmental Health Officers enforcing a range of statutory functions. This includes; Food safety in 636 food businesses; Health & Safety in approximately 1500 workplaces; Air quality monitoring; Statutory Nuisance investigation and control; Pollution Emitting Premises; Contaminated Land; Licensing of animal establishments; Investigation of infectious diseases; Pest Control and Stray Dogs.

6.3 During 2018, the team received 400 service requests for investigation into noise and pollution related problems. The majority of the service requests were concerned with domestic sources regarding the playing of amplified music or dog barking.

6.4 The Council operates an out of hour's Environmental Health service for 365 days per year. It mainly deals with noise complaints. In 2018, it dealt with 41 service requests for investigation from a mixed variety of sources. The most common source being amplified music from domestic premises – usually one off parties.

6.5 The Food Standards Agency requires the Council to inspect food businesses within 28 days that the inspection is due. The frequency of the inspection being determined by the risk it presents. In 2018/19, 276 programmed food inspections were completed, and in 2019/20, 351 programmed food inspections are due. The team is on track to meet this target for 100% of the food businesses in the Borough. The

proportion of food businesses rated three or above under the food hygiene-rating scheme is expected to be 96% against a target of 95%.

7. Joint Waste & Street Cleansing

- 7.1 In January 2017, Surrey Heath Borough Council entered into a new contract for waste and street cleaning services with Amey as part of a joint arrangement alongside Elmbridge Borough Council, Mole Valley District Council and Woking Borough Council. Surrey Heath was the third authority to mobilise the contract, in February 2018.
- 7.2 In Surrey Heath, the contract includes the provision of refuse, recycling, garden waste, food waste, clinical waste, bulky waste and street cleaning services as well as the management of customer contact through Amey's contact centre and the administration of garden waste subscriptions.
- 7.3 To manage the joint contract, the individual district and borough teams came together alongside the county council team responsible for delivering countywide partnership functions to form a single team called Joint Waste Solutions (JWS).
- 7.4 In parallel to this, the Surrey Environment Partnership (SEP), which includes all 12 of Surrey's councils, was considering its future governance arrangements. As part of this, it was agreed that staff employed by SEP would join JWS, creating a single team responsible for carrying out joint environment and waste work in the county. A new team structure went live on 1 April 2019 to enable the team to effectively manage the contract and deliver countywide performance improvement activity for the SEP.
- 7.5 Surrey Heath is the host authority for the JWS team, which includes providing corporate support services and ensuring that the governance arrangements for both the joint contract and the SEP are working effectively.

Contract Management

- 7.6 Within the new JWS structure, the Operations function was split into East and West teams in order to increase the effectiveness and consistency of contract monitoring deliver efficient ways of working and to drive forward improvements with the service provider.
- 7.7 The West team is responsible for contract management in Surrey Heath, and has a range of responsibilities including investigating and responding to complaints from residents and Members.

Contract Performance

- 7.8 The number of bins reported as missed by Surrey Heath residents has reduced significantly since the contract began in February 2018 and JWS are working hard with Amey to make further reductions.
- 7.9 In July 2019, there were 480 reported misses out of 172000 bins that were due for collection. This puts the proportion of successful collections at 99.7%.
- 7.10 As confirmed in the answer to a recent council question, Joint Waste Solutions and Amey currently have differing views on the data that informs the contract's Key Performance Indicators (KPIs) and Joint Waste Solutions has appointed a consultant

to independently review the robustness of the data. This is ongoing and we hope to resolve it in dialogue with Amey.

8. Recycling

- 8.1 In terms of recycling, 61.9% of the material collected from Surrey Heath households in 2018/19 was recycled, which is a 0.5% increase compared with 2017/18. This places Surrey Heath as the best performing authority in Surrey for recycling.
- 8.2 Comparisons with other authorities in the country will be possible in the autumn when the Government publishes this data. In 2017/2018 Surrey Heath was the fifth highest performing authority in England for recycling.
- 8.3 The Council is one of 12 authorities, which form The Surrey Environment Partnership (SEP). The SEP is currently working towards the aims of three strategies which have been developed over the past 10 years:
 - a. Increase recycling and reduce the amount of waste produced, the amount of waste sent to landfill and the cost of waste management.
 - b. Reduce the amount of fly tipping in Surrey.
 - c. Reduce the use of single-use plastics (SUP) through our roles as employers, service providers and as advocates across the county
- 8.4 To deliver the SEP's joint strategies and achieve its challenging aims, action is required both at the individual partner level and collectively via countywide, centrally funded initiatives.
- 8.5 In 2018/19 joint SEP campaigns have led to increases in food waste and textiles recycling while every household in the county received a consistent service guide for the first time and 160 vehicles had striking new recycling graphics applied. In addition, a project to improve recycling at flats saw contamination reduce from 25% to 8% and searches on an online tool, which helps residents, check what they can and cannot recycle more than doubled.
- 8.6 The Council has responded to the Government's Resources and Waste Strategy consultation published earlier this year. This strategy once implemented is likely to have a significant impact on the way that that waste is collected and treated. The quality of the material collected is expected to be a significant factor in future years.
- 8.7 A report that reviews the full programme of countywide initiatives that were coordinated and funded by the SEP in 2018/19 has been published and is annexed to this report.

9. Health & Wellbeing

- 9.1 The Health and Wellbeing Board continued to meet in 2018/2019. It has set four priority work streams for development over the year and beyond. The Health and Wellbeing board comprises of elected members, senior officers of SHBC, Surrey County Council (Adult Social Care), Surrey Heath Clinical Commissioning Group (SHCCG) and Public Health.
- 9.2 Of these priority work streams the Council is leading on three, these being Social Prescribing, Making Every Contact Count (MECC) and Physical Activity. The fourth

priority, Community Asset Development is led by SHCCG. The priorities all link to the priorities of the Frimley Health Integrated Care System.

- 9.3 The Frimley Integrated Care System has largely replaced the work previously carried out by the Surrey Heath Wellbeing Board. The Council's Community Services is well connected with Frimley ICS and still the lead on a number of work streams. The Health and Wellbeing Board will be reviewed in 2019/2020 to determine if it is still necessary.
- 9.4 Internally, there is a corporate health and wellbeing team, which runs a number of initiatives throughout the year to improve the health and wellbeing of Council employees and partners located in Surrey Heath House.

Background papers: None

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